# Electric Vehicle Infrastructure — Charging into the Future

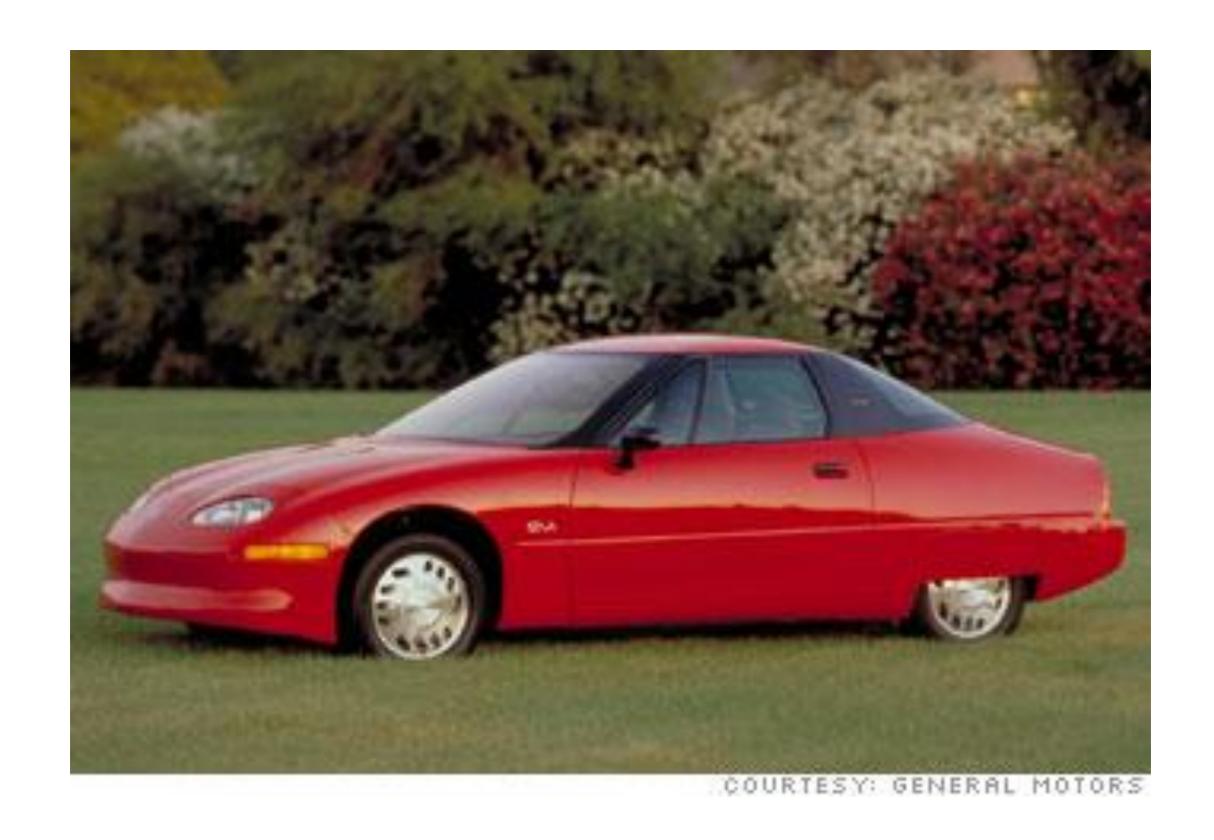
New Motor Vehicle Board 9<sup>th</sup> Industry Roundtable March 21, 2012



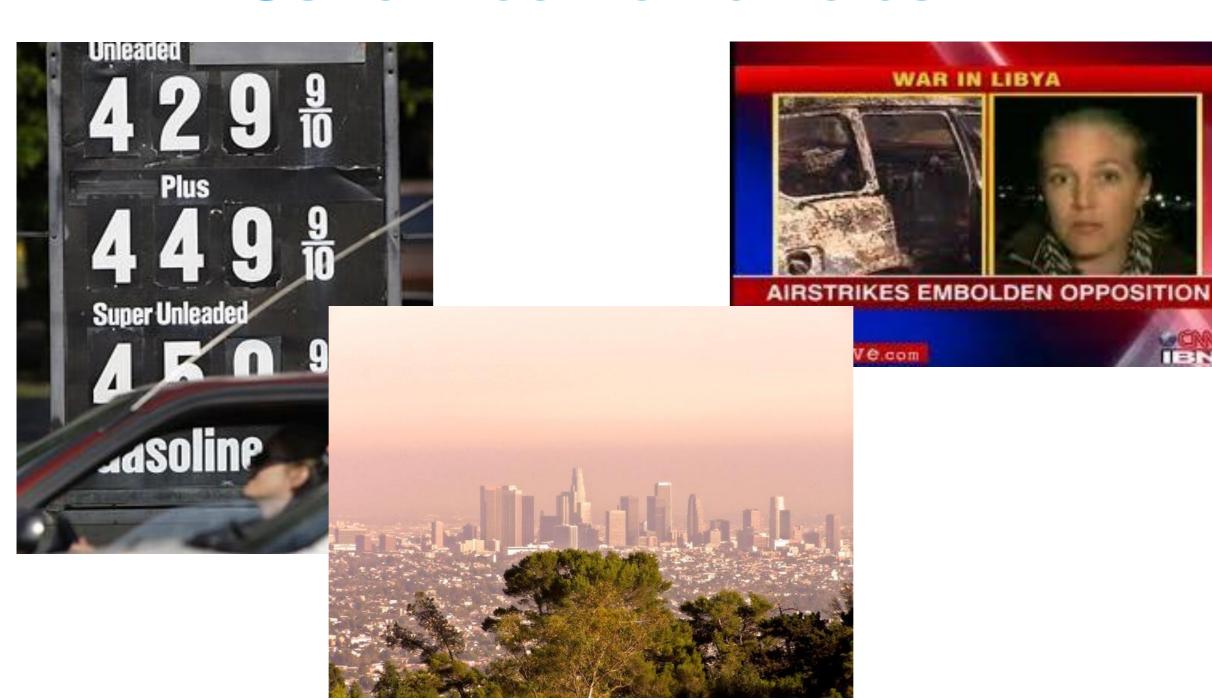
Presented by Jordan Ramer

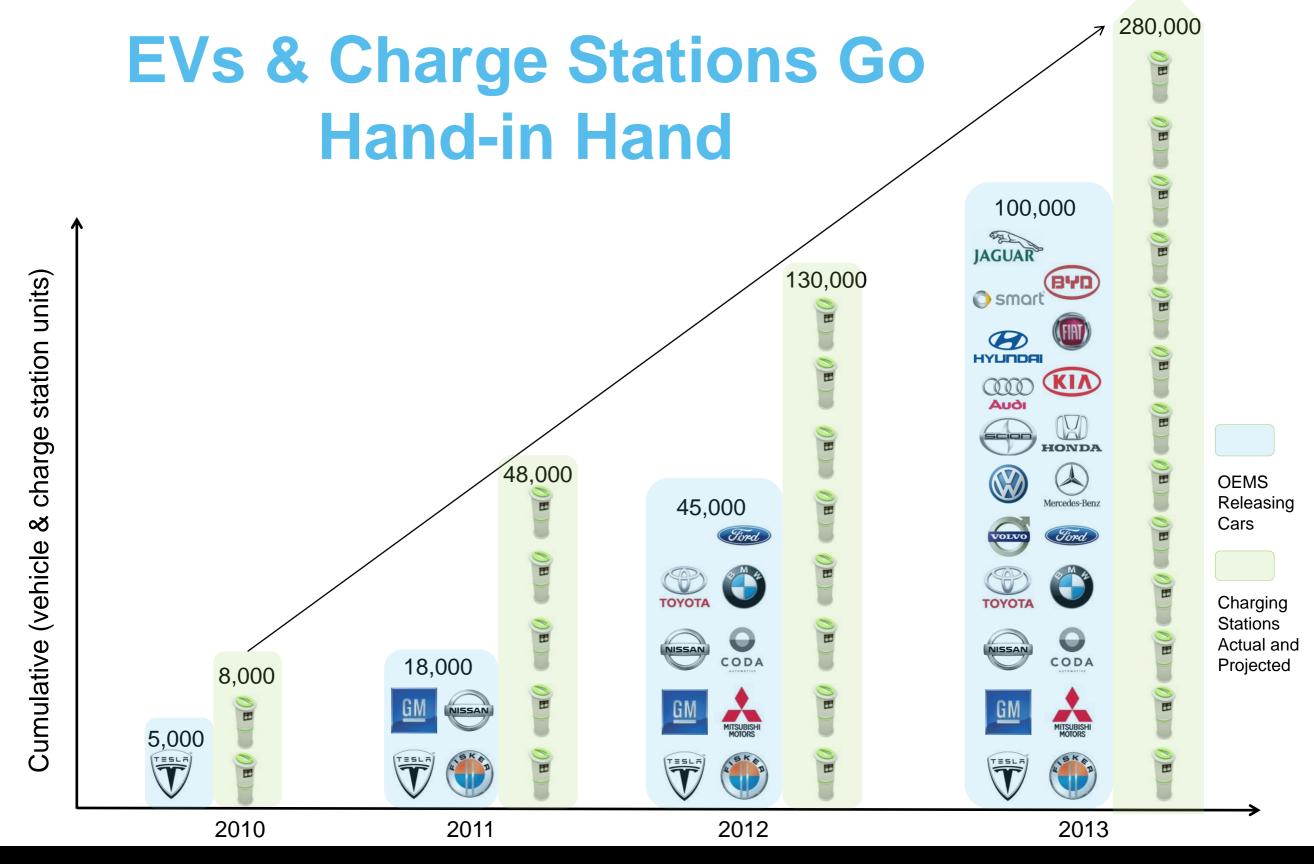


Courtesy: Jay Leno



### Current & Recurring Issues "Driving" Us to Electric Vehicles





## Infrastructure Needed Where Drivers Most Frequent

- 70+ percent of charging happens at home
- You can't own an EV without having a charging strategy
- Car dealerships will rank higher in customer satisfaction if they facilitate home charging

Most charging happens at home today











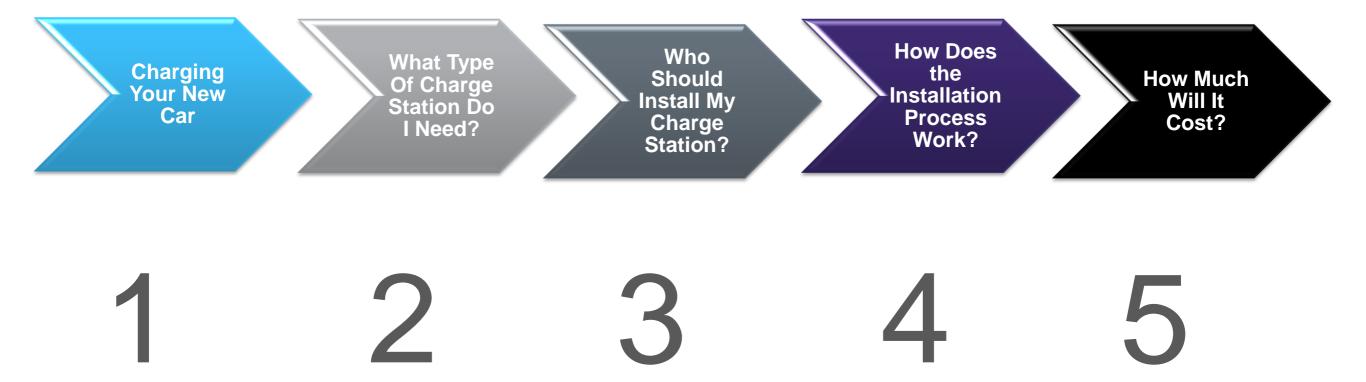
Home

Workplace

**Destination** 

**En Route** 

# It Takes Expertise and Experience to Guide the Customer in Rapid Charging



#### Car Dealer's Expressed Concerns Regarding Sales of Rapid Charging

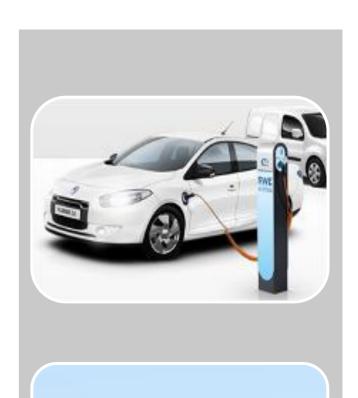
Consumer Knowledge

Dealer Training Gap

Unique Sales Effort

Perceived Barrier to Vehicle Sale

Desire for Trusted Partner





### Technology Backed Systems Support Dealer Sales Efforts

- Streamlines communication
- Gives greater control
- Improves accuracy and transparency
- Speeds processes
- Boosts revenue
- Controls costs
- Improves customer experience





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EVs Are Here – Will She Remember the Gas Station?

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